

**Amendment to the Claims**

This listing of claims will replace all prior versions and listings of claims in the application.

**Listing of Claims:**

1-4. (cancelled)

5. (original) A communication assistance system comprising:

a first database having a plurality of listings therein, each of said listings having at least one contact name and a corresponding contact number;

a switching device for receiving calls from a plurality of users desiring to access said listings; and

an operator terminal having a search screen, wherein said search screen maintains a plurality of search windows, each of which configured to enter a search term to search for listings contained in said first database, said operator terminal further configured to receive said communication from said switching device and retrieve a listing from said first database using said search screen.

6. (original) The communication assistance system according to claim 5, wherein said search screen maintains a field restriction window configured to restrict the search to a field

in said first database.

7. (original) The communication assistance system according to claim 5, wherein said search screen is selected among said plurality of search screens based on the number dialed by said user to reach said communication assistance system.

8. (original) The communication assistance system according to claim 5, wherein said search screen is displayed in the language preferred by said user.

9. (original) The communication assistance system according to claim 5, wherein said search screen is selected among said plurality of search screens based on the service provider of said user.

10. (original) The communication assistance system according to claim 9, wherein said search screen for said service provider maintains an introduction message to be read to said user by the operator at said operator terminal.

11. (original) The communication assistance system according to claim 10, wherein said introduction message is changed, such that said change is automatically updated to all of said operator terminals in said communication assistance system.

12. (original) The communication assistance system according to claim 5, wherein said search screen maintains an indication of the geographic location of said user.

13. (original) The communication assistance system according to claim 12, wherein said geographic location of said user is provided by said user.

14. (original) The communication assistance system according to claim 12, wherein said geographic location of said user is provided by an auto location system.

15. (original) The communication assistance system according to claim 12, wherein said search screen at said operator terminal is configured to search for listings based on a proximity operation, wherein the listings retrieved from said first database are retrieved based on the listings closest to the geographic location of the user.

16. (original) A communication assistance system comprising:  
a first database having a plurality of listings therein, each of said listings having at least one contact name and a corresponding contact number;  
a switching device for receiving calls from a plurality of users desiring to access said listings; and  
an operator terminal displaying a first search screen among a plurality of search screens, wherein said search screen is selected among said plurality of search screen based on a

predefined criteria, said operator terminal configured to receive said communication from said switching device and retrieve a listing from said first database using said selected search screen.

17. (original) The communication assistance system as claimed in claim 16, wherein said predefined criteria, for selecting said search screen from said plurality of search screens, is the service provider of said user.

18. (original) The communication assistance system as claimed in claim 17, wherein said predefined criteria, for selecting said search screen from said plurality of search screens, is based on different searching options, corresponding to directory options offered by said service provider of said user.

19. (original) The communication assistance system according to claim 18, wherein said search screen for said service provider maintains an introduction message to be read to said user by the operator at said operator terminal.

20. (original) The communication assistance system as claimed in claim 19, wherein said introduction message is stored as recorded audio file to be played when said user contacts said communication assistance system.

21. (original) The communication assistance system as claimed in claim 17, wherein

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said search screen, for said service provider provides a special features options, corresponding to special features offered by said service provider.

22. (original) The communication assistance system as claimed in claim 21, wherein said special features options include any one of, movie ticket sales, and restaurant listings.

23. (original) The communication assistance system as claimed in claim 16, wherein said search screen is displayed in the language preferred by said user.

24. (original) The communication assistance system according to claim 16, wherein said search screen maintains an indication of the geographic location of said user.

25. (original) The communication assistance system according to claim 24, wherein said geographic location of said user is provided by said user.

26. (original) The communication assistance system according to claim 24, wherein said geographic location of said user is provided by an auto location system.

27. (original) The communication assistance system according to claim 24, wherein said search screen at said operator terminal is configured to search for listings based on a proximity operation, wherein the listings retrieved from said first database are retrieved based on

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the listings closest to the geographic location of the user.

28. (original) The communication assistance system according to claim 26, wherein said search screen at said operator terminal is configured to provide a directions search for said user, wherein said starting position is automatically entered by said auto-location system.

29. (original) The communication assistance system according to claim 28, wherein said directions search is recalculated along said route each time said user contacts said communications assistance system.